



Job Description

Position: Assistant to the Fire Chief
Primary Location: Fire Department
Employment Status: Full-time, Hourly, Non-Exempt
Reports To: Fire Chief
Description Updated On: August 31, 2021

Summary/Objective

The Assistant to the Fire Chief is responsible for the provision of a range of administrative and clerical duties including functioning as a telecommunicator receiving emergency requests, dispatching proper assistance, providing life- saving information over the telephone, and scheduling appointments. Employee is required to perform all similar or related duties.

Essential Functions

- Enters relevant information into computer databases via keyboard and as appropriate, transmits messages for dispatching, and provides customer service.
- Required to keep abreast of all department regulations, town by-laws, State statutes and communication standards related to Department operations.
- Responsible for the performance of a range of clerical, administrative duties including but not limited to maintaining and updating department files, preparing and processing the department's payroll including the maintenance of employee leave accruals, processing accounts payable/receivable, preparation of correspondence for the Fire Chief, maintaining all fire and rescue reports in accordance with State and Federal HIPAA laws and compiling department budget and statistical reports, and responding to requests for reports.
- Maintains and orders adequate inventory of fire station supplies.
- Abides by the collective bargaining agreement between the Town and Firefighters' Union for the processing of wages, compensation, and benefits.

Required Qualifications, Education, and Experience

- Bachelor's degree or a master craftsman level of clerical trade knowledge; a minimum of three (3) years of office administration experience; or an equivalent combination of education and experience.

Knowledge, Skills & Abilities

- Working knowledge of the laws, codes, regulations, policies, and operating procedures pertaining to emergency and fire prevention telecommunications of the Fire Department; knowledge of first aid and first responder practices and procedures; thorough knowledge of the geographical layout of the town as well as town government operations and town government. Working knowledge of office operating

procedures and software technology (i.e., word processing and spread sheet applications) and the Internet and web site in support of department operations. Basic knowledge of bookkeeping and financial record keeping.

- Perform work accurately and efficiently despite frequent interruptions; effective organization and communication skills (orally and in writing), and attention to details. Proficient customer service skills.
- Independent judgment is needed to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline.
- Ability to plan and prioritize work, perform multiple tasks within a timely manner and be self-motivated. Ability to maintain detailed and accurate records. Ability to interact effectively and appropriately with the public and other department personnel; ability to hear, understand, and respond to emergencies on a telephone quickly and appropriately and to deal with stressful, emergency situations in a calm, effective manner.

Physical and Mental Job Requirements

- Mental requirements:
 - Understand and apply routine verbal and/or written instructions
 - Organize actions to complete sequential and/or routine tasks
 - Organize and prioritize individual work schedule to manage multiple tasks and/or projects
 - Organize and prioritize the work schedules of others to manage multiple tasks and/or projects
 - Make decisions that have an impact on the individual's work
 - Make decisions that have an impact on the immediate work unit's operations and/or services
 - Communicate and exchange routine/basic information
 - Communicate and explain a variety of information
 - Memorization/concentration
 - Learning/knowledge retention
 - Preparing/analyzing numerical figures
 - Emotional/behavioral self-regulation
 - Interacting with others

Work Environment

- The employee performs work in a municipal office setting subject to frequent interruptions.

Hours of Work

- This role is paid on an hourly basis and works Monday through Friday, 35 hours per week.

AAP/EEO Statement

The Town of Milford is committed to a firm policy in favor of equal employment opportunity and will abide by all applicable state and federal regulations by not discriminating against any applicant or employee on the basis of race, religion, color, creed, sex, age, national origin, citizenship status, marital status, sexual orientation, gender identity and expression, disability or veteran status. Our commitment to equal employment opportunities shall include employment, upgrading, promotion, demotion, transfer, leaves or other absences from work, layoff, compensation and benefits, selection for training or other education, professional opportunities, and conflict resolution.

It is also the policy of the Town of Milford to take affirmative action to employ and to advance in employment, all persons regardless of their status as women, minorities or individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements.

Please inform us of any necessary accommodations required during the application process and/or at any time during employment.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signatures

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee_____ Date_____

Hiring Manager_____ Date_____